



south carolina **STATE LIBRARY**

ANNUAL REPORT FOR FY2017

1500 Senate Street
Columbia, SC 29201

statelibrary.sc.gov



STATE LIBRARY

*Located on the corner of Senate and Bull Street
in downtown Columbia*

VISION

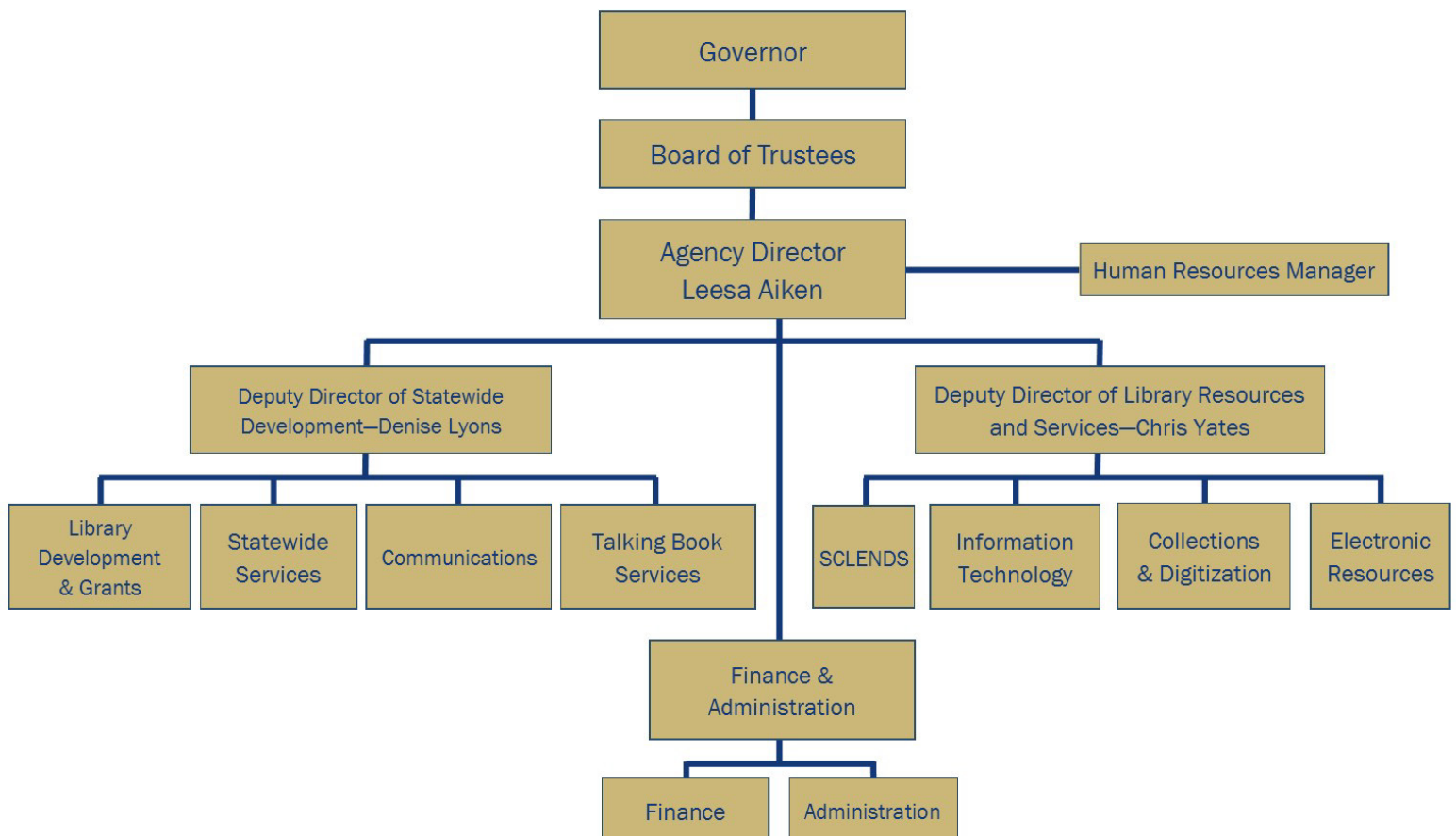
The South Carolina State Library develops, supports, and sustains a thriving statewide community of learners committed to making South Carolina stronger.

MISSION

We serve the people of South Carolina by supporting state government and libraries to provide opportunities for learning in a changing environment.

South Carolina citizens of all ages, backgrounds, and abilities turn to their libraries for support for creative, academic, personal, and professional interests. Libraries respond with information, collections, productivity tools, and learning experiences thoughtfully planned and professionally delivered. The State Library strives to understand and meet the essential needs of each distinct library audience in addressing local service demands.

Our goal is to strategically plan, collaboratively approach, and cost-effectively implement state government solutions that result in outstanding library services for every South Carolinian.



STRATEGIC DIRECTION I

The South Carolina State Library develops, supports, and sustains a thriving statewide community of learners committed to making South Carolina stronger.

- Strengthen relationships and communication among libraries.
- Demonstrate how libraries are essential to educational and economic well-being.
- Facilitate informed governance.

STRATEGIC DIRECTION II

The South Carolina State Library implements and promotes a strong technological environment statewide.

- Offer technical training and development opportunities.
- Develop technical expertise around technology trends, issues, needs and support.
- Lead a statewide digitization initiative.

STRATEGIC DIRECTION III

The South Carolina State Library provides equitable access to information.

- Negotiate collaborative purchases for statewide access to resources.
- Expand electronic resources in response to changing information needs.
- Develop and deliver programs that support literacy for children and at risk groups of all ages.

STRATEGIC DIRECTION IV

The South Carolina State Library creates standards and provides guidance for excellence in library services.

- Design a new comprehensive statewide certification program.
- Support training for delivery of excellence in 21st century library services.
- Coordinate programs that address the needs of the underserved.

DIRECTOR'S STATEMENT

As you read through our accomplishments of FY2017, my hope is that you find inspiration to serve your community in meaningful ways. Diversity is a vital part of any organization, but especially at the South Carolina State Library as we strive to meet the needs of all South Carolinians through our direct programs and products, and through our work with public libraries and our many partner organizations. The staff of the State Library share a desire to serve South Carolina; we believe that every person should have equal access to information. A primary guiding principle of mine is that equal access to information creates opportunity. If a person has opportunity, their ability to shape their own future significantly improves. We continue to provide access to information in a variety of ways.

Every department actively pursues the intention and ambitions of our mission and vision. Our Information Technology department provided onsite technology infrastructure assistance to nearly 30 public library systems. Public libraries must have technology that is up to date, secure, and available for their patrons to use. We know that people depend on the technology in their public libraries to do homework, apply for jobs, handle their small business, and a variety of other reasons. We assist public libraries in their work when needed.

Discus - South Carolina's Virtual Library - provides equal access to information that has been vetted, accurate, and is complete for educators, students, adults, and families. We continue to receive praise for this invaluable resource from our user groups. Over 40 million items were retrieved using Discus in FY2017. We are extremely proud that 95% of our users authenticate automatically without needing a username or password. Geo-authentication makes it easier for our users to access Discus. We are excited about an extended partnership with South Carolina Educational Television (SCETV) and their Magic School Bus program. Partnerships assist us in leveraging funding so that we may provide access to quality resources and share resources for a broader impact.

Our partnerships are broad, as are our services. We are state government's document depository and still have a physical collection. Over 21,000 state documents are available online and were viewed 162,000 times last year. We are a partner with SCLENDS, our consortia group that provided over 4.4 million items to 45% of the state.

Our Statewide Services Department continued to aid the public, legislators, and state employees with research, information services, and significant programs that promote library engagement. We received the May Hill Arbuthnot Lecture Award, a tremendous honor; Jacqueline Woodson

delivered the lecture. Literacy remains our primary focus. We provided funding for STEM-related programs at public libraries; support for incarcerated youth seeking their GED; and assisted public libraries with the summer reading program, which reached 131,000 people this past summer.

I am perhaps most proud of the work that we did this past year in Talking Book Services. We have four full-time reader advisors: Naomi, Brenda, Dianne, and Kaitlyn. They handled 14,000 phone calls from our TBS patrons. Wow! Ron recorded almost 2,000 hours with local volunteers, resulting in 16 new books and many magazines. Mark and Allie moved 223,000 books in and out of our building to our patrons; Duane duplicated and downloaded 5,000 books for patrons; and Sandy assisted wherever her team needed her. It's always dangerous to name people individually for fear of leaving someone out, but we work as a team.

The staff members of the South Carolina State Library are like no other; their creativity, innovation, and passion for what they do make us successful. Their commitment to service make us aim higher to serve the people of South Carolina. Our focus in the coming months will remain on diversity, equity, and inclusion. We are committed to assisting libraries in meeting the diverse needs of their communities and in developing outreach programs that promote inclusion and equity. Our Statewide Services Department has a full calendar of interesting events planned for 2018, which include ongoing exhibits and displays that highlight our library's unique collections and South Carolina's rich cultural heritage.

It is impossible to highlight all of what we accomplished in 2017 in this limited space, although our Communications Team: Curtis, Katie, and Sean have tried their best! I encourage you to review our annual report, look at our website: statelibrary.sc.gov, attend a program, or come for a visit. We would love to give you a tour of our space. In closing, I remind you to support your public library. What they do every day makes the difference in the lives of so many.

Regards,



LEESA M. AIKEN
Library Director





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GOOD GOVERNANCE

South Carolina State Library staff collects, organizes, and disseminates state government information through multiple channels. We capture and digitize the work of government and make it available through a user-friendly portal - the SC State Documents Depository (dc.statelibrary.sc.gov). The Depository now provides access to 21,755 state document items, an increase of 3,255 items from the previous year. Examples include higher education annual reports, the official roster of South Carolina soldiers, sailors, and marines in WWI, and USC Bulletins. We publish a monthly New South Carolina state documents publication with a list of state documents published by state agencies that have been cataloged and added to the State Documents Depository.

TECHNOLOGY SOLUTIONS

The Director of Information Technology provides onsite technology infrastructure assistance to public libraries in South Carolina. During the last fiscal year, assistance ranged from consultation to onsite technology implementation.

- Technology assessments and recommendations (e.g. PCs, mobile devices, wireless, etc.)
- Technology procurement
- Hands-on infrastructure implementation (eg. network switching, firewall, etc.)
- K-12 internet service migration to Spirit Communications

The SCSL IT Director has also been collaborating with the Division of Information Security to validate the CyberSentry sensors in the public libraries. Technology assistance was provided to 22 different public library systems.

DIGITAL COLLECTIONS

The State Library provides access to historic documents, books, maps, and images from the collection as well as working with partner institutions to make historic and cultural materials easily available online. The SC State Documents Depository (dc.statelibrary.sc.gov) provides access to 21,755 state document items, an increase of 3,255 items from last year. This year these collections had 162,142 page views. We work closely with the SC Digital Library (scmemory.org) to provide an environment for helping public libraries and other SC institutions present their local collections to a wider audience.

The State Library also collaborated with multiple organizations in the state to make important historical scholarship more accessible. Projects of importance include the Proceedings of the South Carolina Historical Association, Horry-Georgetown Technical College yearbooks, and the South Carolina Library Association digital collections. We also formed a partnership with the Confederate Relic Room and Military Museum to digitize the Colin J. McRae Papers, an important research collection on Confederate trade with England.

Annually the South Carolina State Depository System selects the most notable publications that were released in the past calendar year. Librarians representing selected depository collections, state agency representatives, and State Library staff members serve as judges. The awards are announced in honor of Freedom of Information Day, on or around March 16 at a ceremony at the South Carolina State Library.

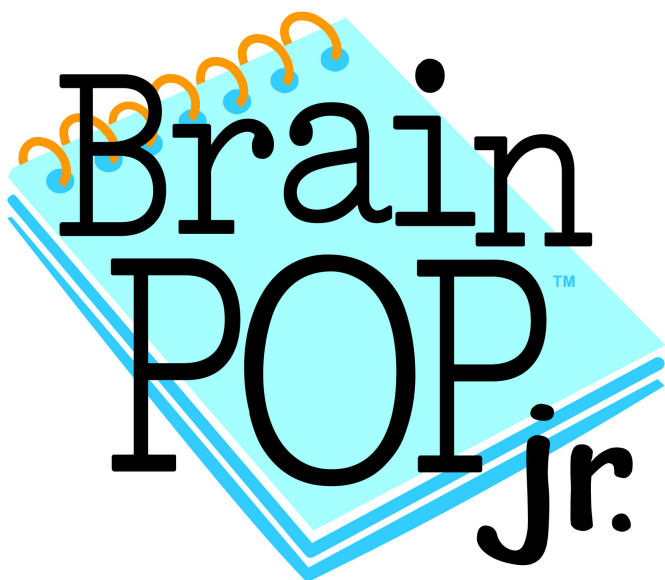


SC Adjutant General's office is presented with a Notable Document award for the SC National Guard website.

DISCUS RESOURCES FOR CITIZENS

Discus – South Carolina's Virtual Library – continued providing South Carolina citizens with an outstanding collection of electronic, subscription databases available 24/7. Discus is used extensively by schools, including homeschools and virtual schools as well as public and academic libraries. Accessible from home, school, public library, or on a mobile device, students and adults have scholarly information at their fingertips as they progress through school or search for a new career. The diverse collection of online resources is often used by the public when researching topics of personal interest such as car repair in the Auto Repair Reference Center database or health questions in Consumer Health Complete.

In FY2017, the State Library completed the implementation of EZproxy for authentication purposes. This enhancement verifies the resident's location and removes barriers to access for South Carolina citizens and provides seamless access to the information. During FY 2017, the Discus collection had over 40 million retrievals of online books, academic journals, primary sources, videos, and more. The Discus program continued to garner rave reviews from educators from both the K-12 community and academic institutions throughout South Carolina, particularly the technical schools, which are very dependent on Discus for their students and faculty. New South Carolina residents are excited to learn that Discus is free due to the state legislature's continued funding. BrainPOP Jr. continued to be extremely popular for elementary and middle schools, child development centers, and college education majors for use in lesson plans and student teaching preparation. BrainPOP Jr. provides an introduction to a variety of learning and social topics relevant to younger grade levels and is seen as an essential asset to educators and students.



RESOURCE SHARING

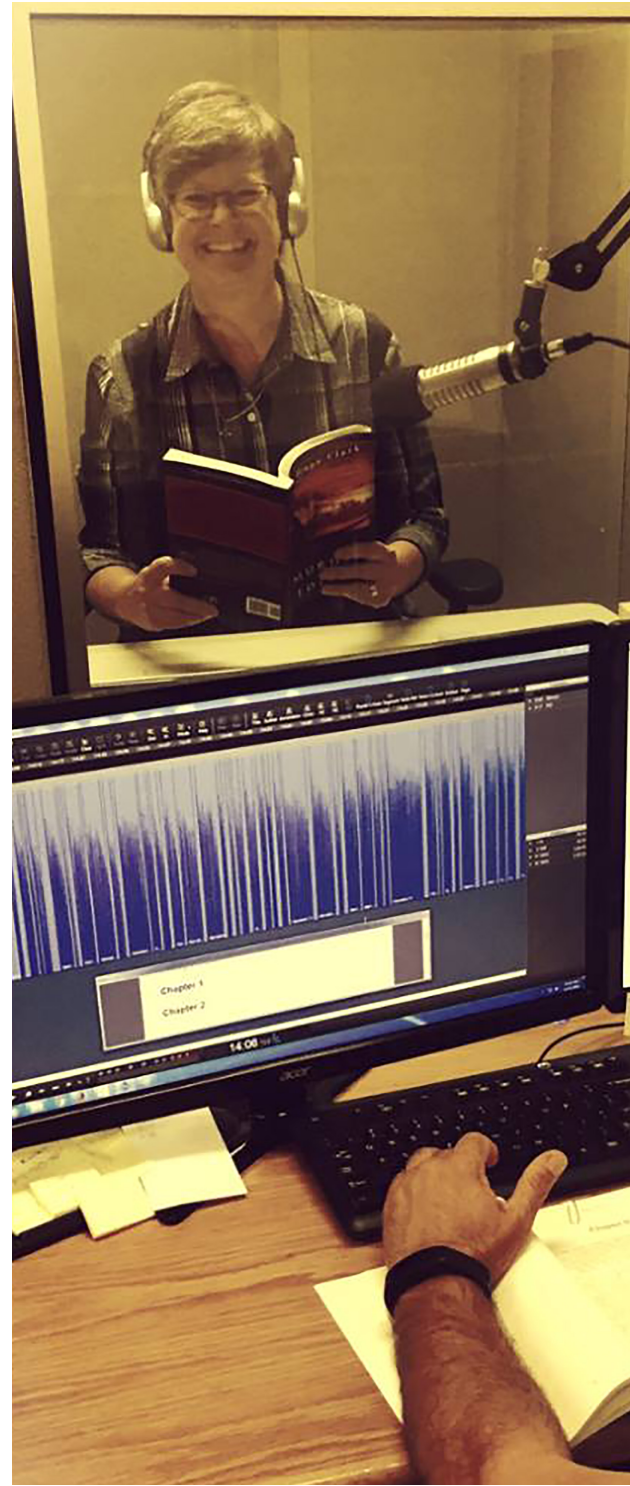
SCLENDS (South Carolina Library Evergreen Network Delivery System) is a shared catalog of books, audio, and video materials provided to nearly one-third of the state's population through the collaboration of 19 county libraries and the State Library. Any South Carolina citizen can request a State Library borrowers' card for access to 2,803,084 items. The State Library maintains the integrity of the catalog and provides technical support for member libraries. The number of SCLENDS cardholders in the consortium is 276,040. The SCLENDS online catalog is open 24/7 for searching and requesting books, audio materials, DVDs, and digital items, using any browser, from any electronic device. Last year, 4,344,000 SCLENDS items were borrowed through this cost-effective intercounty delivery service, which represents an 8% increase over last year's borrowing statistics. Member libraries save the costs of purchasing and processing shared library materials. SCLENDS serves roughly 1.5 million residents. Of the 46 counties in South Carolina, 20 total systems (including the State Library) participate in SCLENDS. During the next fiscal year, Cherokee County will join the consortium to become the 20th county to officially join the consortium.

TALKING BOOK SERVICES

Universal access is the goal of libraries striving to reach all community members regardless of physical or developmental challenges. The State Library's Talking Book Services provides print and digital books to South Carolinians with vision impairments or who are unable to hold a book in a traditional manner. Our recording booth captures audio versions of a variety of South Carolina materials read by talented local volunteers. We are proud to note that these recordings can be available nationwide for download, eighty-one of which are accessible through Braille and Audio Reading Download (BARD). Personally-tailored services provide telephone consultation and referral as well as delivering materials directly to customers. During the fiscal year, Talking Book Services:

- Added 773 new patrons for an active membership of 5707
- Provided telephone assistance to an average of 60 users each day
- Provided 223,702 items (digital books, large print books, DVDs)
- Hosted the 6th annual art competition for blind or visually impaired K-12 students
- Maintained a collection of 192,606 items. This represents an increase of 22,400 items from the previous year
- Hosted a successful summer reading program for children with vision impairments
- Averaged 14 new applications or transfers per week

Snapshot of InSights into Blindness workshop; artwork from TBS's art gallery submissions; our Studio Manager working with author C. Hope Clark to record one of her books; and a winner from this year's art gallery getting his picture taken. ►



PUBLIC LIBRARIES

The Library Development department of the South Carolina State Library provides consulting services to librarians, trustees, and others on all aspects of library development, library programming, and library operations. Consultants provide support and training for library staff, leadership, and trustees on library standards and statistics, federal grants for libraries, projects, and programs to meet defined needs. During the year, staff provided 257 training opportunities for 478 attendees and implemented a new online training program for library staff members called PCI Webinars.

The certification given to South Carolina librarians aids in selecting competent personnel and gives the taxing bodies assurance that public funds are spent for quality library service. The Certification Program for South Carolina Public Librarians was formalized in 1962 and is governed by State Law (S.C. Code Ann. Regs. 26-75-2 (1976)). Certification ensures upgrading of the public library profession in South Carolina over time. The certification program applies only to persons currently employed in full time positions in South Carolina public libraries. During FY2017, 37 Professional Librarians, 35 Provisional Librarians, and 1 Pre-Professional (73 total) were certified.

Public libraries are gathering places, information superstores, entertainment hubs, and lifelong learning advocates for their communities. Libraries provide access to the world's information in shared public spaces and online, at no cost to citizens. State and federal funding administered by the State Library reinforce staffing, collections, and Internet resources, ensuring libraries maintain the institutional capacity to meet residents' needs. State Library consultants prepare library staff members for the courteous and skilled service expected by the public. State Library personnel are experts in public library operations, and are on-call to assist public libraries with daily operations. Consultants assist library trustees in understanding the roles and responsibilities of the library boards to which they have been appointed, to ensure proper relationships, procedures, and operations.

Libraries also ensure access for all. New information on learning styles and preferences as well as personal abilities has led to an explosion of resources in different formats, devices, and service styles to meet the needs of diverse library users, from the youngest pre-reader to the oldest senior citizen. People with vision and hearing difficulties, mobility challenges, and other differences find a welcoming and inclusive environment in South Carolina libraries. The State Library has supported assistive technologies, staff training, and special programs to enable library staff to extend services and materials wherever they are needed.

The cause-effect relationship between early reading, technology literacy, and life success is well established. With increasing mobile access to literature and the Internet, family literacy and STEM-related programming have expanded to handheld devices and multilingual collections. Individual grants to libraries in FY2017 funded enhancements to websites to attract a tech-savvy demographic, MiFis that can be checked out by students in rural areas for homework use, and an "eco-literacy" project for teens offering critical thinking development in a creative, collaborative

environment. The State Library continued its grants support for incarcerated youth seeking the GED, and assisted all libraries in core reading encouragement efforts such as the statewide Summer Reading Program.

Pictures depict the "eco-literacy" project for teens at North Inlet Beach and the Center for Birds of Prey, and the FY2017 Summer Reading Program where kids worked with local contractors to support the CSLP theme of "Building a Better World."





studysc



SUPPORT FOR STUDENTS

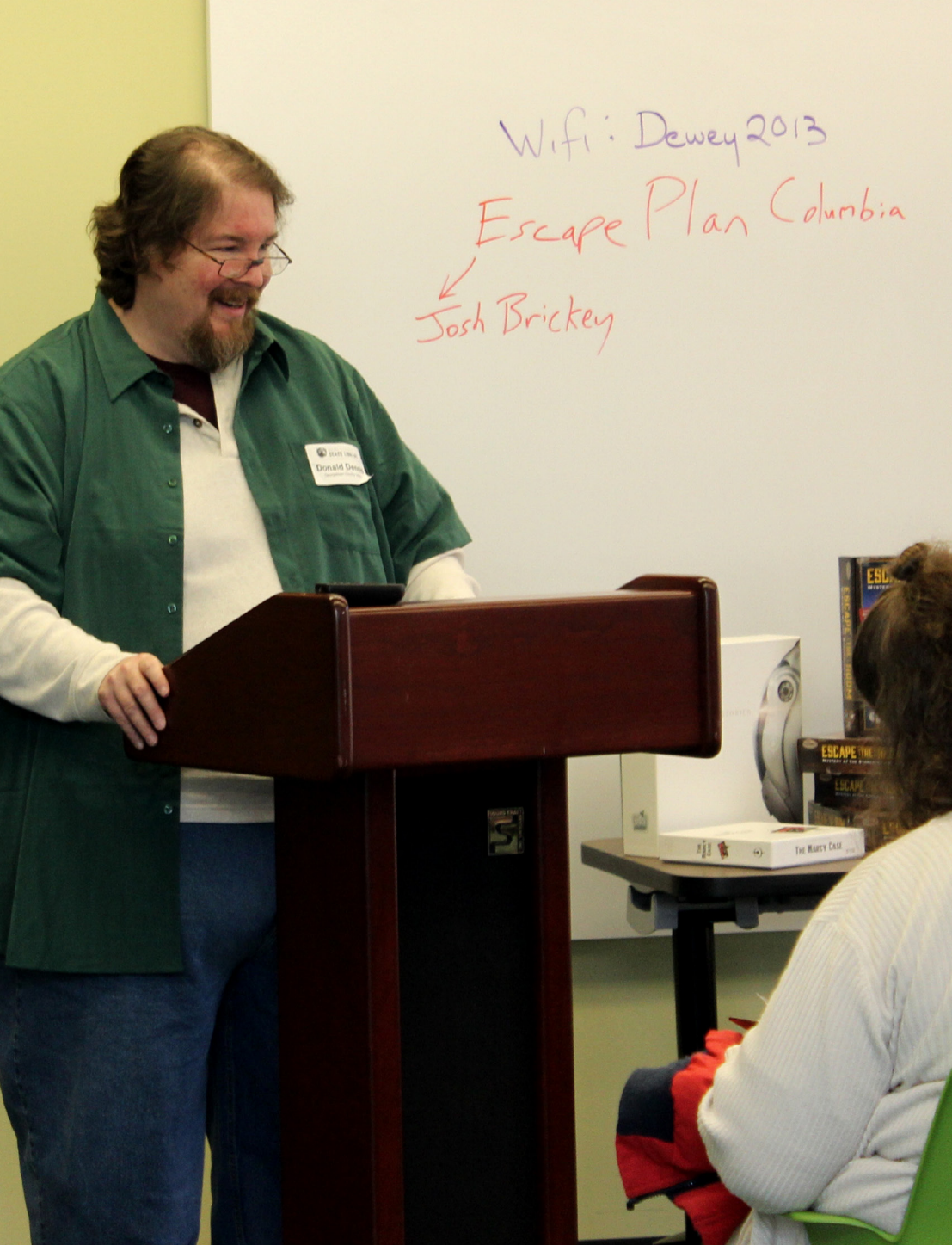
StudySC (StudySC.org) is a website that provides online content to support South Carolina specific curriculum standards. StudySC makes available a student-friendly environment arranged by grade level and by subject area, with web and Discus resources for K-12 classroom support, homework help, and projects. The site also now provides teachers with lesson plans and other content to support classroom activities. The top three cities using StudySC were Bluffton, Monck's Corner, and Charleston.

SERVICES TO TEENS

The State Library's efforts to draw teens and tweens (ages 11-18) into the library community continued steadily in FY2017. Libraries aim to encourage civic engagement, improve college readiness and career skills, and instill the habit of using the library through fun and educational programming. At their local public libraries, youth have the opportunity to learn life skills such as budgeting and practice job interviewing, to express their creativity through art, and to give back through volunteering on a Teen Advisory Board. Libraries are even offering teen job fairs. Discus - South Carolina's Virtual Library - supports workforce development with the LearningExpress Library database.

Reading continues to be of great importance to this demographic, as national surveys report that teens and young adults are among the most prolific readers and library users. The State Library encourages public libraries to provide teen-centric spaces and collections in as many locations as possible, and supports this with site visits and personal consulting. Youth are interested in exploring emerging technologies like robotics, coding, and virtual reality, and the State Library circulates several of educational kits filled with items to support 21st century learning skills. The State Library's Youth Services Consultant visited many public and school libraries over the summer to share the virtual reality technology and to talk about the practical ways to incorporate it into year-round programs.

Pictures are from the Teen Services Exchange 2017. Participants learned how to put on a successful ► Escape Room event. Discussion during the afternoon centered on providing diverse materials and programs for teens of all ages.



CHILDREN AND FAMILIES

Family literacy has long been a staple of the services that public libraries provide. Families that play, read, and learn together are simultaneously developing as individual learners at all levels and strengthening the social and emotional skills that often lead to a child's greater success in school. For many communities, the local public library is the only place parents can find early learning opportunities before their children begin kindergarten.



Award-winning author Rita Williams-Garcia discusses her books at the annual StoryfestSC Summer Reading kick-off celebration at the State Museum.

Library staff who serve children and families work hard to provide programming that develops cognitive abilities and social skills for school readiness. They demonstrate the best way parents can help their preschool children learn to read by modeling techniques that are used at home to boost a child's literacy success. Our libraries are better equipped than ever before to combat low literacy with face-to-face, personally delivered services that are designed to meet the developmental needs of each child, as well as with sophisticated technology tools. Targeted training on the Every Child Ready to Read program, libraries are providing more early literacy offerings than ever – continuously promoting the parent/caregiver as the child's first and best teacher.

The State Library has partnered with the University of South Carolina's Assistive Technology Program to support special needs families through creative and unique programs, and with the International Dyslexia Association to reach out to the estimated 20% of children who have dyslexia and other reading disabilities. Services are expanding across the state and include: special areas for teens, developmentally designed play spaces for ages 0-5, and homework assistance centers. The State Library is a key partner with local libraries and alliances such as TransformSC, an education initiative of the SC Council on Competitiveness (a subcommittee of the Early Childhood Education Task Force), the Institute for Child Success, and South Carolina First Steps. We also encourage local libraries to collaborate with the South Carolina organization PASOs for outreach to Spanish-speaking residents. Through these partnerships the State Library is developing a healthier infrastructure for learning, and is highlighting ways that parents, community leaders, and educators can make a difference in outcomes using best practices in the early years of life.

The “summer slide” is the propensity for students, especially those from low-income families, to lose some of the achievement gains they made during the previous school year. The State Library vigorously supports programs that combat summer slide and encourages families to continue reading and learning together all summer long. Public libraries receive grants to provide educational programs that are fun and attract people to libraries. READsquared, an online program, is used to track summer reading participation in each library across the state. With READsquared, libraries can promote library events and community sponsors, and teach 21st Century skills as children navigate the webpages to earn digital badges and track reading activity. All public libraries participate in the statewide Summer Reading Program, which is supported by school libraries as well. Last year the State Library helped coordinate summer reading programs around the state that reached 120,267 people of all ages, who read a combined 32.6 million minutes during the months of June and July.

Other Summer Reading offerings from the State Library include the annual StoryfestSC Summer Reading Program Kickoff. Using over a hundred volunteers, StoryfestSC 2017 welcomed 2,160 attendees from 33 counties to the SC State Museum for a celebration of reading and stories. To spark learning efforts in off-school months, children received free books to support their summer reading efforts, families enjoyed storytelling and presentations by award-winning children’s authors, and opportunities were provided to learn about library and community summer programs. Families also received information about the USDA Summer Food Program in which many of our public libraries participate. This free program helps ensure that children do not go hungry through the summer months when they are away from school.

In addition to StoryfestSC, the State Library maintains popular services and programs which educate, support, train, and inspire library staff to become the center of their communities. The Library Development department hosts learning opportunities on a variety of topics such as Emerging Readers, Storytime Basics, Visual Literacy, and many others. In May, we were pleased to partner with SCThrive to offer Mental Health First Aid training, so that library staff can be better prepared to assist patrons who may be struggling with mental illnesses. The State Library also provides literacy materials to public libraries, schools, and daycare centers, which emphasizes the state’s curriculum standards. We provide access to Tumblebooks, an online database of read-aloud/read-along children’s stories.





STATEWIDE SERVICES

The Statewide Services staff assists the public, state legislators, and SC state agencies with library research, information, services, and programs. Resources include an extensive and diverse collection of print and electronic books, journals, magazines, newspapers, state and federal government publications, Foundation Directory of grants, and a wide variety of electronic databases. Services offered are research assistance, library card applications, interlibrary loans, free WiFi, free notary services, grants workshops, service and resource orientations, educational and technical trainings, and Certified Public Manager assistance.

Programs include statewide literacy initiatives and promotional materials, literary and cultural events, and community outreach promoting reading and libraries. The State Library hosted 3,375 citizens in 25 events, workshops, and presentations in FY2017 geared to the general public. One such event, Young Minds Dreaming poetry contest, was a part of this year's National Arbutnot Lecture featuring award-winning author Jacqueline Woodson. The awards ceremony and lecture were well attended and covered by SCETV. A video of the poetry contest can be viewed at SCETV's Knowitall.org website:

<http://knowitall.org/series/youngminds-dreaming>.

◀ Pictures from StoryfestSC, South Carolina's statewide summer reading kickoff. It was held on Saturday, June 3 at the State Museum.

Young Minds Dreaming poetry contest winners meeting award-winning author and poet, Jacqueline Woodson. Performers reciting their poetry at My Voice Is... event. Legendary photographer, publisher, inventor, and author Cecil Williams speaking at photography exhibit. ▶

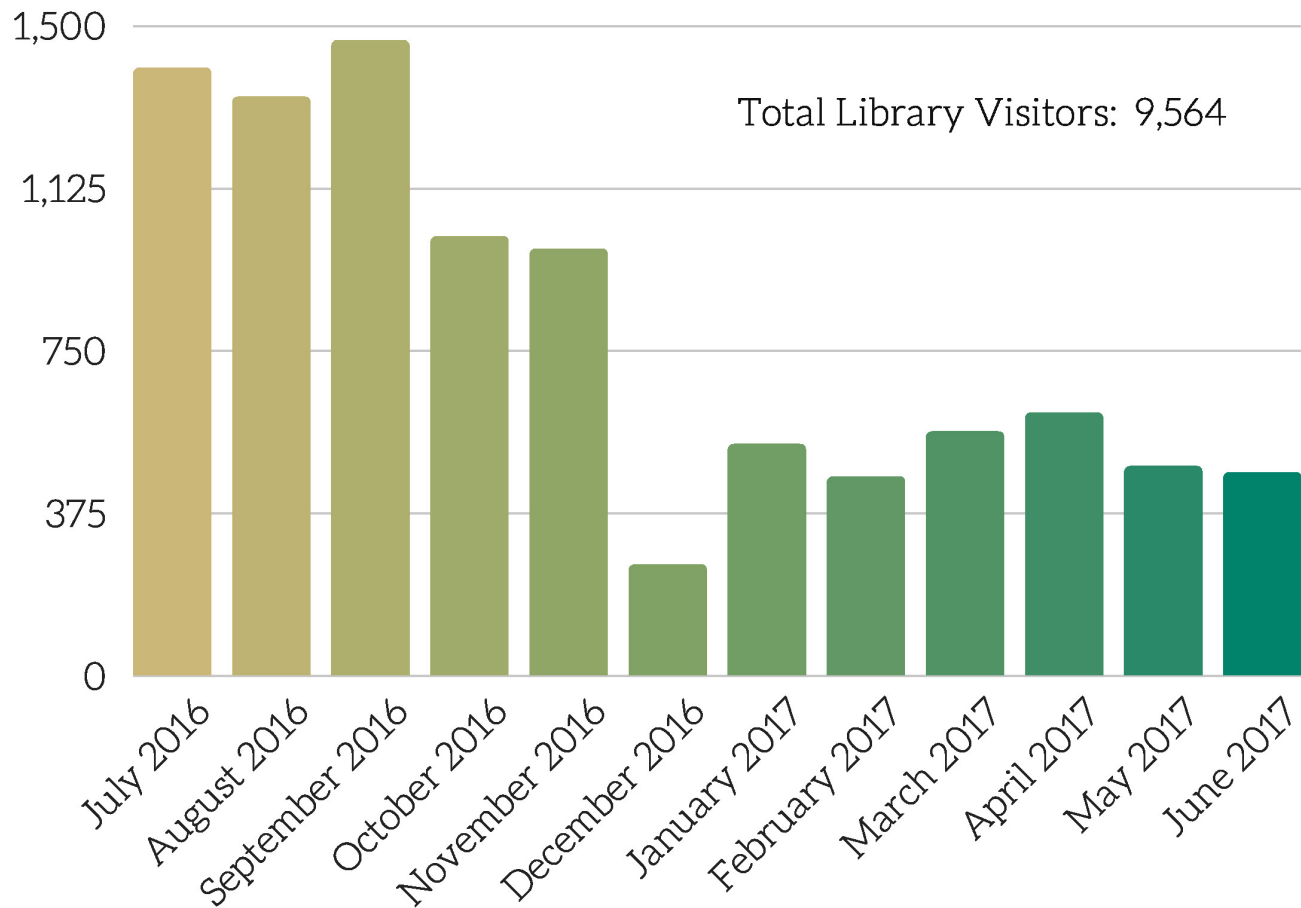


ADMINISTRATION

The State Library completed needed physical upgrades and renovations in FY2017 to the first floor of our facility. The changing nature of our service population and some realignment of priorities are reflected in the current services and programs we deliver, resulting in a more functional workspace. The Library's streamlined collection and our flexible facilities design are more responsive than ever to the needs of library and government workers, citizens wishing to update their skills and knowledge, educators, and families. We offer meeting spaces and up-to-date presentation technology.



In December 2016, a new automated People Counting System (TRAF-SYS) was implemented to measure the number of library visitors. This may explain the notable variations in the months prior to implementing this system, July 2016 to November 2016. The total number of visitors to the Library, July 2016 to June 2017 was 9,564.



The State Library also provided literacy materials to daycare centers, libraries, and schools during the year. Distribution in FY2017 included:

Day by Day Family Literacy Calendars (English)	6,004
Day by Day Family Literacy Calendars (Spanish)	1,195
100 Picture Books for Preschool Children Brochure	3,542
Chapter Books: Books for Children in Elementary Grades Brochure	2,290
Born to Read: Early Literacy Choices for Babies and Toddlers Brochure	3,721
Books for Spanish Speaking Families Brochure	2,100
Children's Growth Charts	650
Literacy on the Go Booklets	3,016
Math and Science Stem Booklets (Elementary)	2,730
Math and Science Stem Booklets (Pre-K)	3,550

What's Going on in **SOUTH CAROLINA**

223 public libraries -- something for everyone!



4,652,360
population

Collections



8,961,952
Books



1,017,237
Ebooks



1,384,650
Audio Items



148,540
Video Items

Library Visits



15,806,031
{ That's more than 194
visitors per day! }

Computers & Internet Use

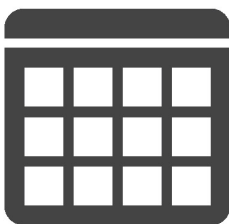


4,278
Public Computers

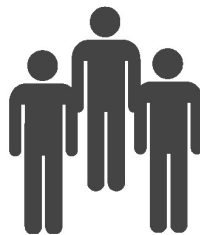


Wi-Fi Available at
Every Library

Learning & Enrichment



44,391
Storytimes, Book Talks, Film
Programs, & More



31,129
People Trained in 21st
Century Skills



2,718,195
Questions Asked & Answered

NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

ABOUT THE SOUTH CAROLINA STATE LIBRARY

South Carolina State Library
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The South Carolina State Library is the primary administrator of federal and state support for the state's libraries. The Library is a national model for innovation, collaboration, leadership and effectiveness. The Library's mission is to optimize South Carolina's investment in library and information services.

In 1969, as the result of action by the General Assembly, the State Library Board was redesignated as the South Carolina State Library and assumed responsibility for public library development, library service for state institutions, service for the blind and physically handicapped, and library service to state government agencies. Headquartered in Columbia, S.C., the Library is funded by the state of South Carolina, by the federal government through the Institute of Museum and Library Services, and other sources.

For more information, visit statelibrary.sc.gov or call (803) 734-8666.

The information contained in this report is based on the agency's Annual Accountability Report to the South Carolina State Legislature. Data is from the 2016-2017 State Fiscal Year ending June 30, 2017. This project was made possible in part by the Institute of Museum and Library Services.



250 copies printed at \$3.345 per copy. Total cost: \$836.27.